Q&A from NHCarePath Statewide meeting 9\20\17: Updated 10\4\17

Waiver Changes: Kristina Ickes:

- Are the changes to the Medicaid waivers in place?
    - Yes, but software updates are being developed and will need to be implemented. Dates for implementation are TBD. p
    - Reach out to Kristina directly regarding case follow up.
- Person Centered Services: Still operationalizing
    - PDMS / person centered service plan incorporation, but still in the works
    - If people want services, contact Kristina
- If CFI client has this option, will CM present this to the client?
    - Yes
    - If person is capable, CM will work to incorporate into the plan of care.
    - These services are new to CFI, and more information will flow to the CMs through regular communication.
- Can a person receive these services from more than one organization?
    - Yes, a person can receive the services from any number of organizations.
- At what point in the eligibility process will a participant be notified about the option for participant direction?
    - Until there is a CFI guide developed the CM should be doing this.
- If a participant is getting mental health support which also includes supported employment, how does the participant choose (or can the participant choose)?
    - This is being researched to ensure; response expected soon.
- Will there be one provider of Financial Management Services?
    - No; we expect multiple providers to enroll to provide this service.
- If a participant is getting services do they have to get them from one provider?
    - No they don't now.
- Are these services all available now?
    - Yes, contact Kristina as the billing is being figured out.
- On the DD/ABD presentation; people wanted to know about what the Conflict of Interest status is.
    - Check the website, all Stakeholder Minutes are there and all meetings are open to the public
- Are the DD/ABD waivers are in place in their new mode with the Corrective Action Plan in place, or if they go into place once the CAP is completed and the state in compliance.
    - The Waiver is in place and we are working towards compliance with the CAP

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NWD Waiver Presentation Question and Answer Period Notes
9-20-2017

DCS Enhancements: Mark Jewel and Laurie Vachon

- Can partners have a copy of the IVR mass mailing letter ahead of clients so they can make sure to message to clients clearly?
    - Yes, post on NH CarePath website, possibly.
- Will the authorized representatives get a copy?
    - The communication will go to the "case head", who then chooses who to share the letter with. This may be the authorized representative, or the client, etc.
- Phone Line: Will this be for client use?
    - Yes, because authorized representatives sometimes change
    - But the log in information for the phone line can be shared, at the client's discretion
- What if there are mistakes with the automated process for submitting assets?
    - The form will go through the same process for eligibility verification, so if there are discrepancies, communication will be sent out.
- Is the asset verification system running now?
    - Usable as of yesterday
    - For right now, people should still be completing the paper-process.
    - There is a 15 day turnaround time for asset verification. SLRC will receive additional training as this process starts.
- Will this system ID accounts in states other than New Hampshire?
    - Yes
- Client services will work with Wendi regarding SLRC preparation
- Will people still need to submit their bank and account numbers?
    - Yes
    - If a bank or account number is missed, the system should be able to find it, but effort should be made to be complete.
- Are people required to meet with client services multiple times?
    - No. It will be offered, but not required.
- A resource assessment will now need to be completed for Waiver applicants that are married The Resource Assessment date will be:
    - The 1st day of 30 days of institutionalization or
    - Medical Eligibilty date
    - The goal is to have medical eligibility beat financial eligibility completion every time.
- Can partners have something about Kepro to give to clients?
    - Yes.

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